

Q. Please provide the breakdown for the years 2004 to present, averaging monthly, the number of customers who pay:

(a) by mail;

(b) electronically;

(c) by means other than (a) or (b) with a breakdown as to the means used; and by equalized billing versus standard (pay as you go) billing.

A. Table 1 contains the monthly average number of payments made through the Company's payment options, for the years 2004 through 2nd Quarter 2009.

Table 1
Payment Methods
Monthly Average Number of Payments
2004 to 2009

Year	Mail	Drop Box¹	Bank²	Electronic³	Dominion⁴	Authorized Payment	Cashier⁵	HRLE⁶	Total
2004	36,014	-	19,678	89,456	-	21,400	30,648	8,292	205,488
2005	34,427	2,954	19,914	96,583	16,640	22,921	29,548	8,555	208,630
2006	32,502	2,558	10,953	113,227	17,324	25,400	-	8,514	210,478
2007	29,353	2,161	9,116	119,575	17,057	28,683	-	8,486	214,431
2008	26,048	1,704	6,258	124,829	16,197	29,829	-	8,345	213,209
2009	24,755	1,648	5,855	134,309	16,264	32,150	-	8,209	223,188

¹ Drop box payments at Company offices were counted with Cashier payments until September 2005 when cashier services were discontinued. The 2005 figure is an average of the last four months of that year.

² Bank payments are made by the customer in person at a bank branch.

³ Electronic payments include payments at ATMs, Internet banking, telephone banking, and certain payments made at bank branches where the payment is recorded electronically by the bank.

⁴ Dominion payments began in September of 2005. The 2005 figure is an average of the last four months of that year.

⁵ Cashier payments ended at the end of August 2005. The 2005 figure is the average of the first eight months of that year.

⁶ Department of Human Resources, Labour and Employment ("HRLE") payments are submitted by the Provincial HRLE department for assistance recipients. The payments arrive twice monthly via electronic means.

Customers participating in the equal payment plan (“EPP”) have the option of paying their bills in equal instalments throughout the year. Customer bills will show both the EPP amount and actual usage charges. Customers may choose to pay the EPP amount or make a payment that is different from the EPP amount.

Table 2 contains the number of participants in the Company’s EPP billing option at year end for 2004 through 2008, and at June 30, 2009.

Table 2
EPP Participation
2004 to 2009

Year	Participation
2004	32,474
2005	31,344
2006	31,152
2007 ⁷	32,300
2008	33,217
2009 ⁸	33,567

⁷ Estimated.

⁸ As at June 30, 2009.